

APS Program Operational Plan: Illinois

State/Territory/District	Illinois
Contact	Dana Wilkerson
Budget Allocation	\$9,418,885
Timeline	AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1 August 2021 – September 2023 \$3, 047,328 AMERICAN RESCUE PLAN ACT OF 2021 - Proposed Grant 2 August 2022 – September 2024 \$6,371,557
Vision 2025 The Vision clarifies what your ARPA Grant 1 Program aspires to become and to achieve. It is designed to inspire by providing a picture of where the program is heading in 3-5 years. Note: If you are a part of a larger organization, does it have its own future vision? If so, you may want to adapt it to your own program.	To be an APS program of comprehensive excellence for older adults, adults with disabilities, and caregivers informed by our past, guided by evidence-based practice, leading individuals to an empowered tomorrow.

<p>Mission Statement</p> <p>Mission and Values statements can be an effective tool to educate the public; state and local government officials; state government agencies; provider agencies; and service recipients as to what the Adult Protective Services is and how they do business.</p> <p>Mission Statements answer four key questions about your APS Program:</p> <ul style="list-style-type: none"> • Who do we serve? • What needs do they have that we can fulfil? • How do we meet those needs? How do we make the clients' lives better? • Does it link directly to the Vision Statement? <p>Note: if you are a part of a larger organization, does it have its Mission Statement? If so, you may want to adapt it for your own program.</p>	<p>Adult Protective Services for the state of Illinois exists to assure older adults, adults with disabilities, and caregivers independently thrive, with meaning and dignity, through comprehensive excellence in investigation and temporary assistance in the minimization of risk for abuse, neglect, exploitation and self-neglect.</p>
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<p>Guiding Principles / Core Values Guiding Principles or Core Values guide internal processes and client interactions for your APS Program.</p> <p>Note: if you are a part of a larger organization, does it have its own set of Guiding Principles or Core Values? If so, you may want to adapt it for this program.</p>	<p>Teamwork and collaboration-unified provision of service</p> <p>Evidence Based practice is used to guide service development and implementation</p> <p>People first approach-Responsively meeting the client where they are</p> <p>Accountability to the people served, guided by established rules Ethics-Upholding the dignity and integrity of the profession, honoring cultural diversity, and individual choice</p>
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<p>Goals for Program Improvement</p> <p>These are goals to be obtained in order to move your APS program from current practices to your Vision.</p> <p>Now that you have new funds targeted for your work with APS, what can be enhanced or improved in your current program? These goals must meet the APS Formula Grant requirements. It is recommended these goals become SMART goals (specific, measurable, actionable, and timely).</p> <p>Using the results of your Environmental Scan, identify key issues that need to be addressed during this planning cycle.</p> <p>These are goals to move your APS Program from current practices to your Vision #1.</p>	<ol style="list-style-type: none"> 1. Increase the number of law enforcement Elderly Service Officers (ESOs) Illinois by 5% by September 2024 through pass through ARPA dollars to the AAAs. 2. Increase the number of IDoA staff by 2 by September 2022 manage the CARES Act and ARPA funding and resultant projects. 3. Reduce the number vacant caseworker positions at APS provider agencies by 5% by September 2024.
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<p>Targeted Improvement Projects</p> <p>Using the results of your Environmental Scan and PESTEL, describe the targeted improvements and enhancements needed for this planning cycle.</p> <p>Your improvements should be concrete, measurable, and complete.</p> <p>WHY is this improvement needed? What Purpose or NEED will it fill? What RESOURCES will be used? What ACTIVITIES will it entail? What are the direct OUTPUTS of the activities? What are the intended results and how will clients benefit?</p> <p><i>See example on next page.</i></p>	<p>See below</p>
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EXAMPLE: Illustrate targeted improvements using a Logic Model Framework

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
<p>Based on the results of your Environmental Scan and PESTEL, what <i>needs</i> of your APS Program will be served by the ARPA funds?</p> <p>Should be a clear “connection” with the Environmental Scan items.</p>	<p>People, financial, organizational, or community resources Directed toward doing the activity.</p>	<p>Improvement Projects</p> <p>Identify the “What” for each targeted improvement, with enough context and information to explain.</p>	<p>Direct products of program activities. May include types, levels, and targets of services to be delivered by the program.</p> <p>Examples include number of people served, number of events held, and number of units of service provided.</p>	<p>Specific changes in behavior, knowledge, skills, status, or level of functioning in 1 year.</p> <p>Internal Benefits.</p>	<p>Specific changes in behavior, knowledge, skills, status, or level of functioning.</p> <p>Long-Term outcomes should be achievable within the 2-to-5-year timeframe of grants.</p> <p>Benefits to your Clients.</p>
<p>SUA (IDoA) does not have enough staff to complete additional work associated</p>	<p>\$300,000</p> <ul style="list-style-type: none"> HR 	<p>APRA 1:</p> <p>Project 1</p>	<ul style="list-style-type: none"> ARPA funds will be processed more efficiently, thus providers will receive more timely payments. 	<ul style="list-style-type: none"> Improve IDoA staff morale as extra duties will be covered by additional staff Provide better/more 	<ul style="list-style-type: none"> Grants will be properly managed, and reports submitted timely. Case request forms and invoices will be processed more timely, thus quicker

<p>with ARPA funding/projects</p>	<ul style="list-style-type: none"> • Central Management Services • APS appropriation (budget staff) • IDoA APS management team 	<p>(Increasing IDoA Staff)</p>	<ul style="list-style-type: none"> • There will be over 80 individual grants that IDoA will be required to monitor. IDoA is required to implement 2 projects aimed at reducing the impact of ANE. These are required in IL PA 102-0244. 	<p>responsive technical advisement to APS providers as IDoA staff have time to complete required duties.</p>	<p>reimbursement to the APS providers.</p> <ul style="list-style-type: none"> • The prevention projects will reduce the negative impact of ANE/SN and improve the quality of life for all vulnerable adults.
<p>The Elder Abuse Task Force noted a lack of collaboration with APS and community-based agencies. Will work to increase the number of Elderly Service Officers and the number of local TRIADS</p>	<p>\$500,000</p> <ul style="list-style-type: none"> • IDoA staff • Area Agencies on Aging • IL Attorney General’s Office • APS Provider Agencies • IL TRIAD • Local Law Enforcement Offices 	<p>ARPA 1: Project 2 (Increasing training and collaboration with community-based agencies)</p>	<ul style="list-style-type: none"> • Increase in the number of ESOs serving Illinois communities • Increase the number of local TRIADs • Increased participation with the IL TRIAD 	<p>Develop a grant process with deliverables for the AAAs</p>	<ul style="list-style-type: none"> • AAAs will develop a community specific approach that addresses barriers to increasing the number of ESOs and TRIADs • AAAs will develop specific approaches to help engage older adults in the community with their local TRIAD

<p>Supervisor work is not currently reimbursed by the APS program</p>	<p>\$1,123,644 and \$2,750,000</p> <ul style="list-style-type: none"> • IDoA staff (APS/Fiscal) • APS Provider Agencies 	<p>ARPA 1/2: Project 3/1 (Reimbursing for substantiation decision supervision)</p>	<p>The quality and program adherence will improve, which has been greatly impacted by COVID with many APS providers unable to retain supervisors since there is no reimbursement for that service</p>	<ul style="list-style-type: none"> • Stabilize the APS supervisors in the network • Attract new supervisors to the role since there will be a reimbursement for the agency and possibility of increasing supervisor salaries 	<ul style="list-style-type: none"> • Improved investigations and a more thorough look at the evidence, thus more accurate substantiation decisions • Fewer ethical dilemmas if there is more supervisor oversight • Improved client outcomes
<p>APS workers cannot start billing for services until they are certified (up to 3 weeks after their first day)</p>	<p>\$1,123,644 and \$ 2,871,560</p> <ul style="list-style-type: none"> • IDoA staff (APS/Fiscal) • APS Provider Agencies 	<p>APRA 1/2: Project 4/2 (Training period retention and new hire retention payments)</p>	<ul style="list-style-type: none"> • Allow APS providers to hire qualified staff even if there is not an immediate certification training since they will receive some money prior to billing for services • Paying a retention bonus to staff who remain on the job will stabilize the network 	<ul style="list-style-type: none"> • Stabilize the APS network through reimbursement for a period when workers are unable to bill for services • Help increase and stabilize the network by providing retention bonuses to new staff 	<ul style="list-style-type: none"> • Improved client outcomes if more staff remain with the program • Allow more flexibility in the network with hiring qualified individuals prior to a scheduled certification training

Implement recommendations from program evaluation completed with COVID funding.	\$749,997 <ul style="list-style-type: none"> • IDoA APS management • IDoA Procurement/Fiscal/Training • APS PAs • AAAs 	ARPA 2: Project 3 (Follow up to CARES Act funded evaluation)	<ul style="list-style-type: none"> • Determine the best model to provide APS in IL • Develop a consistent approach that provides fair and unbiased services to all parties involved in APS • Gain a better understanding of how to collaborate and coordinate with community stakeholders 	Develop objectives for addressing weaknesses and maximizing strengths.	<ul style="list-style-type: none"> • Improve client outcomes • Staff/client satisfaction/morale
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Budget / Spending Plan for ARPA funds – Semi-annually for 3 to 5 years

Budget/Spending Plan will be used to enhance, improve, and expand the ability of APS workers to investigate allegations of abuse, neglect, and exploitation. Be sure to use separate line items for each major improvement project.

Operational Plan Submission due by **January 31, 2022**.

ARPA 1- First Grant Allocation - August 2021 - September 2023

	Description	2022 Period 1	2022 Period 2	2023 Period 1	2023 Period 2	Total
Project 1	Increasing IDoA Staff	75,000	75,000	75,000	75,000	300,000

Project 2	Increasing training and collaboration	0	250,000	125,000	125,000	500,000
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	with community-based agencies					
Project 3	Reimbursing for substantiation decision supervision	280,911	280,911	280,911	280,911	1,123,644
Project 4	Training period retention and new hire retention payments	280,921	280,921	280,921	280,921	1,123,684
Project 5						
Total		636,822	886,822	761,822	761,822	3,047,328

ARPA 2- Second Grant Allocation - August 2022 September 2024

	Description	2023 Period 1	2023 Period 2	2024 Period 1	2024 Period 2	Total
Project 1	Reimbursing for substantiation decision supervision	687,500	687,500	687,500	687,500	2,750,000
Project 2	Training period retention and new hire retention payments	717,890	717,890	717,890	717,890	2,871,560

Project 3	Follow up to CARES Act funded evaluation	0	125,000	312,500	312,497	749,997
Project 4						
Project 5						
57		1,405,390	1,530,390	1,717,890	1,717,887	6,371,557

Summary of ARPA 1 + ARPA 2 Expense

	2022 Period 1	2022 Period 2	2023 Period 1	2023 Period 2	2024 Period 1	2024 Period 2	Total
Summary	575,000	907,443	2,187,833	2,312,833	1,717,890	1,717,890	9,418,889

Categories *may* include:

- Development Operational Plan
- Staffing (include FTE or Consulting Agreements)
- Training
- Technology Upgrade
- Equipment
- Administrative Costs
- Transportation
- Wrap-around services